



F.Y.I.

from the Policy Unit

FYI-387

Date: November 18, 2022

SUBJECT: Eloquence Requests on Hold

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSS_POLICYQUESTIONS@azdes.gov

The purpose of this Policy FYI is to inform staff that Eloquence document revision and creation requests are on hold until further notice. This hold includes any Eloquence revision or creation requests currently pending assignment in the OnBase Document Revision Request workflow, as well as assigned requests pending completion.

Assigned and unassigned Eloquence requests will be held and completed once the AZCares system has been implemented and the Eloquence authors have access to modify documents in the new document generation system (SmartCOMM).

Please note: Any pending or new Eloquence requests that staff deem critical may be elevated through management to the Senior Leadership Team (SLT) for consideration to be completed prior to AZCares implementation. All such requests must be elevated and approved by SLT before submission on the Onbase Document Revision Request form. SLT Approval will be verified before requests are assigned.

IMPORTANT: This document revision/creation hold only applies to Eloquence documents. [DES Document Center](#) documents and [Internal Forms](#) are not affected and revision/creation requests for these document types will continue to be fulfilled.

*DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.
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